**Request for Information (RFI):**
Case Management Systems
Office of State Public Defender
March 20th, 2025

The Office of State Public Defender (referred to hereinafter as the Department and or OSPD) is seeking information on vendor provided Case Management solutions. Further details on what respondents may provide is included in this RFI. Any questions should be directed to the RFI contact listed in this document.

## 1. RFI Overview
### 1.1. Agency Background Information

The Office of State Public Defender is the organization responsible for providing legal representation to all indigent citizens accused of or convicted of crimes in Missouri.

OSPD is a statewide system comprised of various legal service divisions including but not limited to the Trial Division, Capital Division, Appellate/Post-Conviction Division and Case Contracting Division. Attorneys in district offices within each division provide direct representation to our clients.

OSPD employs about 695 people; approximately 395 of them are attorneys. They are assisted by support staff, paralegals, and investigators. There are 37 physical offices located throughout the State of Missouri connected by a wide area network.

OSPD currently uses HCL Notes for a Case Management systems and a Windows based environment for desktops, user administration and storage. Including all users, those paid and unpaid, OSPD averages approximately 840 users. In fiscal year 2024 the cases closed in the OSPD trial division averaged 1.83 GB of data per case or approximately 104 TB total. This number is an average and can vary greatly depending on the case.

### 1.2. RFI General Information

Please note that this Request for Information (RFI) is for informational purposes only, and no contract will be awarded as a result. A response to the RFI—or lack thereof—will have no impact on the evaluation of responses to any subsequent Request for Proposals (RFP) or Invitation to Bid (ITB) released. Responses will be used solely for information and planning purposes.

All responses are subject to being considered open records under section 610.021 RSMo. **Do not submit confidential information in your response.**

## 1.3. RFI Contact & Due Date

We have designated the following individual to serve as the official point of contact for this RFI. This individual is the only authorized contact permitted to communicate on behalf of the Office of State Public Defender about this RFI.

Janthony Johnson, IT Manager
Office of State Public Defender
1000 W. Nifong
Bldg. 7, Ste. 100
Columbia, MO 65203
573-777-9977

## 1.4. Submission Details

Please submit your responses to this RFI via email to **procurement@mspd.mo.gov** or by physical copy via mail to the listed RFI point of contact before the due date identified in Section 1.5. Vendors wanting to share large volumes of electronic documents or video should email procurement@mspd.mo.gov first to setup the transfer of information.

If you have any questions about this RFI, please direct them to the RFI contact during the appropriate period identified below in Section 1.3.

## 1.5. RFI Timeline

Please review the below RFI timeline. Dates may be modified or amended by the OSPD, which will post an amendment to this RFI notifying prospective respondents of any change.

- RFI Released:         March 20th, 2025

- RFI Conference:       April 8th, 2025, 12:00 p.m. to 5:00 p.m.
                        April 10th, & 11th, 2025, 10:00 a.m. to 4:00 p.m.
                            Office of State Public Defender
                            1000 W. Nifong
                            Bldg. 7, Ste. 100
                            Columbia, MO 65203

- Deadline for Questions:  April 18th, 2025

- Responses Due: All responses to the RFI must be submitted and received by the Department by May 2nd, 2025 at 4:00 p.m.

## 1.6. RFI Conference / Information Session

An optional RFI Conference for this RFI will be held to answer questions from prospective respondents. Prospective respondents that want to attend must confirm with the RFI contact which date(s) and time(s) they would like to attend. During the conference OSPD staff will take questions from prospective respondents and community members. Any answers given at the conference are tentative, and final answers will be provided via a Q&A document released after the Deadline for Questions identified in Section 1.5.

## 2. Information Requested

The OSPD is seeking information from vendors on their current Case Management system offerings. Information should include a focus on workflow automation, AI integration, data security and long-term sustainability. Vendors may include current and past case studies, current public contracts, general system information, data conversion information and general pricing models. Vendors may also include:

- Documentation related to the life cycle of a case in the vendor's Case Management system.
- Documentation related to data storage, retention, backup and recovery.
- Documentation detailing the use of cloud services and security.
- Documentation related to current AI implementation and features.
- Documentation related to user creation, management and security.
- Documentation related to current audio and video transcription features.

Other information and documentation responding vendors wish to include regarding their products and services may be included.